**Lack of necessary facilities at Mainpuri station**

†*462. SHRI D.P. YADAV:
SHRI MUNNAVAR HASAN:

Will the Minister of RAILWAYS be pleased to state:

(a) whether consumers don't get necessary facilities at Mainpuri station, due to negligence, apathy, failure to discharge responsibilities and paying no attention towards people's problems by railway authorities;

(b) whether station does not have adequate furniture except three/four chairs, the passengers have to sit in places full of deposits of human excreta, there are spits of betel all around and the station has not been white-washed since long;

(c) the details of complaints against officers of this station during last five years;

(d) the action taken against guilty officers;

(e) if not, the reasons therefor; and

(f) the measure contemplated for improvement in situation?

THE MINISTER OF RAILWAYS (SHRI NITISH KUMAR): (a) No, Sir.

(b) There is sitting accommodation for 82 persons at the railway station. The entire station building has been colour washed in October, 2001. The level of cleanliness has been found to be generally satisfactory.

(c) to (e) 14 complaints/suggestions were received in the last five years and these pertained to issues relating to stoppage of train, enhancement of quota, late running of train, non-issue of concessional tickets, refusal to grant refunds, misbehaviour by booking staff, telephone being out of order etc. The complaints/suggestions were investigated and appropriate action taken against the staff found responsible.

(f) Passenger amenities at stations are provided as per norms based on the volume of passenger traffic. Amenities commensurate with the volume of passenger traffic are available at Mainpuri station. Further, regular maintenance is also being done. Close watch is also being kept on the working of the staff posted at this station.

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†Original notice of the question was received in Hindi.